

**LONDON SCHOOL OF HYGIENE & TROPICAL MEDICINE
PROFESSIONAL SUPPORT SERVICES**

Post: Internal Communications Officer

Department: Communications & Engagement

Responsible to: Internal Communications Manager

Location: Keppel Street, London



The London School of Hygiene & Tropical Medicine

The London School of Hygiene & Tropical Medicine (LSHTM) is renowned for its research, postgraduate studies and continuing education in public and global health.

[Our mission](#) is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

History

Founded in 1899 at the London Docks, LSHTM is now based in Bloomsbury, where it has two main sites at Keppel Street and Tavistock Place, and additional sites in The Gambia and Uganda. Today, our staff, students and alumni work in government, academia, international agencies and health services across the world. [Learn more about the history of LSHTM.](#)

Research

Research income has grown to more than £180 million per year from national and international funding sources including UK government and research councils, the European Union, the Wellcome Trust, Gates Foundation and other philanthropic sources.

Our diverse research talents, skills and experience underpin our position as a leader in public and global health. These range from the molecular to the global, the theoretical to the applied, the analytical to the political. Our staff are conducting research in more than 100 countries.

Staff community

We have 3,300 staff based all around the world with core hubs in London and at the MRC Units in The Gambia and Uganda, which joined LSHTM in February 2018. Our outstanding, diverse and committed staff make an impact where it is most needed - deploying research in

real time in response to crises, developing innovative programmes for major health threats, or training the next generations of public and global health leaders and researchers.

Partnerships

Working in partnership is central to achieving our mission. Our [strategic collaborations](#) in the UK and across high-, middle- and low-income countries deliver health and socioeconomic benefits across the world, especially in the most disadvantaged communities.

LSHTM is also a member of the M8 Alliance of Academic Health Centers, Universities and National Academies, the Association of Schools of Public Health in the European Region, and the Consortium of Universities for Global Health.

Education

We deliver research-led educational programmes to future health leaders, managers and researchers across the world. We have more than 1,200 face-to-face Master's and Doctoral students, 3,000 studying by distance learning, and 1,000 each year on short courses and continuous professional development. Our free online courses are studied by more than 270,000 participants globally.

Excellence in research and education

We perform strongly in various global university league tables. In the ShanghaiRanking's Global Ranking of Academic Subjects 2020 we placed 3rd in [public health](#) (1st in the UK). In the [2020 CWTS Leiden Ranking](#) LSHTM is ranked the UK's top university for the proportion of academic research with women listed as authors, and third in Europe for publishing open access research.

In the US News Best Global Universities Ranking 2021, we ranked [3rd in the world for public, environmental & occupational health](#), [4th in the world for infectious diseases](#), [11th in the world for social sciences & public health](#), and [12th best University in the UK overall](#). We [ranked 27th for medicine](#) in the 2019 QS World University Rankings.

In 2017, the inaugural Center for World University Rankings by Subject placed LSHTM [first in the world for tropical medicine](#) research, [second for parasitology](#) and seventh for [infectious diseases](#), [public, environment and occupational health](#), and [social sciences and biomedical](#).

LSHTM was named [University of the Year 2016](#) by Times Higher Education and awarded a [Queen's Anniversary Prize for Higher and Further Education](#) in 2017 in recognition of our response to the 2014 Ebola epidemic in West Africa. LSHTM does not appear in the Times Higher Education World University Rankings as universities are excluded if they do not teach undergraduates.

LSHTM is one of around 20 specialist institutions that receive institution specific funding from the [Office for Students](#) (OfS). This funding recognises the additional costs that LSHTM incurs because of its unique range of teaching, specialist facilities, and the scale of its contributions to national and international agencies.

Internal Communications Officer – Job Purpose

The Internal Communications Officer will support the Internal Communications Manager to manage internal staff communications activities across LSHTM to help foster a thriving and inclusive staff community. They will work to increase reach and engagement of existing activities, work closely with the Internal Communications Manager to develop new initiatives that support key objectives in LSHTM's strategy, and create and implement internal communications and change communications action plans.

Principal duties and responsibilities

- Develop and implement tailored internal communications plans across a range of initiatives that support LSHTM's mission and strategy.
- Develop change management communications plans for the organisation to ensure effective communication and stakeholder management on high priority strategic developments, including regularly handling sensitive and confidential information from senior staff.
- Develop, implement and manage key internal communications channels, in conjunction with other professional services where relevant, populating them with varied content that effectively engages our staff community. Current channels include Intranet, emails, e-newsletters, videos and events with senior staff.
- Create and deliver content and campaigns that encourage two way dialogue and help foster a thriving, inclusive staff community, as well as contributing to retaining our outstanding staff.
- Develop and implement audience research, channel measurement and other analysis to assess the effectiveness of internal communication channels and strategies, and enable us to continually improve our staff engagement.
- Regularly draft organisation-wide communications on behalf of senior members of staff (which may include the Director, Deputy Director and Provost, Secretary and Registrar, Chief Operating Officer etc).
- Manage and facilitate communications with relevant key stakeholders and audiences around the organisation.
- Play a key role in the Communications & Engagement department and wider organisation's forward planning activity, including working with the Internal Communications Manager to develop internal messaging around change communications.
- Work closely with colleagues in the Communications & Engagement department to ensure consistency and alignment of external and internal communications and messaging.
- Act as the main point of contact for requests for advice and support from services (e.g. Estates, IT, HR) on the most effective methods of communicating with staff. Provide training and advice to staff in different areas of the organisation on internal communications best practice, processes and systems to support them in producing accessible content.
- Ensure staff have access to useful resources, such as newsletter templates, guidance on writing for the Intranet etc. which will be developed/maintained and improved by the post holder.
- Project-manage the production of any key internal focused publications or materials, including managing external designers and other suppliers/contractors, or using LSHTM's templates to design materials in-house.

- Interact with members of senior management including advising senior individuals such as Heads of Service and Management Board. Make recommendations to senior staff for new initiatives (following consultation with the Internal Communications Manager), and lead the implementation of these.
- Participate in LSHTM's termly Communications Forum, and liaise and network with other communications staff across LSHTM.
- Further develop relationships with our international community, including MRC Units in The Gambia and Uganda, to ensure a cohesive and inclusive approach to staff communications that builds a strong sense of community.
- Develop and manage a consistent visual identity and templates for internal communications, in line with LSHTM's brand guidelines. Ensure all activities are consistent with LSHTM policies, branding and key messages.
- Stay up to date on latest developments in the area of staff engagement and communications, continually improving communications activities as a result.
- Analyse and report on the internal communications approaches of competitors and other external organisations where relevant, and draw recommendations for how LSHTM can improve its internal communications to help it maintain a competitive advantage.
- Other responsibilities or duties as required by the Internal Communications Manager, Marketing & Communications Managers and Head of Communications & Engagement.

Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is full consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Director of Professional Service.

The post holder will be responsible and accountable for ensuring all School policies, procedures, Regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual performance review (appraisal) process.

PERSON SPECIFICATION



This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

Job Title: Internal Communications Officer
Department/Division: Communications & Engagement

Competency	Evidence	E/D
Education, Qualifications and Training	<ul style="list-style-type: none"> Higher education to degree level or equivalent, with substantial relevant experience of delivering communications within a higher education institution, or another large organisation. Evidence of continuing professional development. 	E
		D
Experience	<ul style="list-style-type: none"> Proven experience of effectively managing internal communications for an organisation. Experience of developing staff communications plans for corporate projects. Experience of advising on and delivering communications for change programmes. Experience of producing high quality and engaging written content for a range of audiences and purposes. Experience of writing, editing and managing the production of a range of communications including newsletters, blogs, video, reports and infographics. Experience of using PhotoShop and InDesign. Experience of using Google Analytics. Experience of event marketing. 	E
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Knowledge	<ul style="list-style-type: none"> Excellent written and oral communication skills in English, and the ability to present information 	E

	<p>in clear, concise, and compelling ways to technical and non-academic audiences.</p> <ul style="list-style-type: none"> • Excellent IT skills including the use of editing and web content management software, databases and email communications management tools. • Excellent organisational skills and ability to coordinate and prioritise a complex workload, meet multiple, tight deadlines and manage projects to deliver successful outcomes. • Methodical, organised, accurate and able to cope well under pressure. • Excellent interpersonal skills including the ability to establish and maintain effective working relationships in a multicultural and multidisciplinary environment together with the ability to communicate and negotiate at all levels. • Understanding of funding mechanisms and operating structures for higher education institutions. • Understanding of public and global health research. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>
Personal Qualities	<ul style="list-style-type: none"> • Proven ability to use initiative and judgement to anticipate potential issues and solve problems. • High level of personal motivation and flexibility; ability to work independently and as part of a team; willingness to travel. 	<p>E</p> <p>E</p>

E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well

SALARY AND CONDITIONS OF APPOINTMENT

This post is fixed term for 12 months and full-time 35 hours per week, 1.0 FTE. The salary will be on the professional salary scale, Grade 5 scale in the range £35,377 - £40,611 per annum (inclusive of London Weighting). The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Wellbeing Days". Membership of the Pension Scheme is available.

Applications should be made on-line via our website at <http://jobs.lshtm.ac.uk>. Applications should also include the names and email contacts of 2 referees who can be contacted immediately if shortlisted. Online applications will be accepted by the automated system until 10pm of the closing date. Any queries regarding the application process may be addressed to jobs@lshtm.ac.uk.

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV" will not be considered acceptable.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

ASYLUM AND IMMIGRATION STATEMENT

The School will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

Applications from candidates who require sponsorship to work in the UK will be considered alongside other applications. Applicants who do not currently have the right to work in the UK will have to satisfy UK Visas & Immigration regulations before they can be appointed.

Further information about Sponsorship and eligibility to work in the UK, can be found at: <https://www.gov.uk/guidance/immigration-rules/immigration-rules-appendix-skilled-worker>